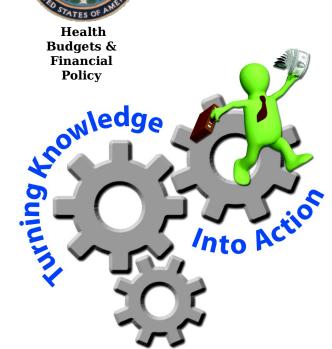


2010 UBO/UBU



Briefing: Advanced SIT/OHI

Issues

Date: March 2010

Time: **1010 - 1110**



- Action
 - To provide an update on current issues
 - To provide guidance on any resolution
- To provide a forum for MTF concerns



- Action
 - Placeholders Update
 - Loss of connectivity with DEERS
- SIT Clean-up Update
- Pharmacy BIN and PCN numbers
- Your concerns







- Temporary OHI entry with incomplete payer information
- The word "Placeholder" or a series of 9's is entered into the Insurance Payer field
- Managed Care Support Contractors routinely create placeholders as a method to identify potential OHI and therefore, not be obligated to pay for the service







- Currently over 650,000 placeholders in DEERS
- With an OHI inquiry, placeholders come down from DEERS and clog CHCS
- MTF staff workload increases to remove placeholders through verification of billable OHI



SCR in process

- CHCS will filter placeholders so they will not descend from DEERS
- CHCS will do a one-time sweep and remove all the current placeholders from the system
- In the meantime, MTFs to continue with current process
- SCR has been priced but no date as to when it will be funded





Loss of Connectivity with DEERS

- What is the usual activity?
 - There is an hourly subscription inquiry from DEERS to CHCS
- Why did it happen?
 - MTFs did not subscribe to DEERS during a 7day period and local CHCS became out of sync with the central SIT
- How it is identified?
 - MTF unable to see current HICs on SIT





Connectivity Resolution

- MTF to request a full subscription
 - Menu path: DAA -> CFT -> CFM -> STM -> SIT
 -> Subscribe action (requires the DOD SIT MGR security key)
 - Select the DOD HIC Full Inquiry secondary menu option
 - Answer "yes" to the question, "Proceed with Full Subscription?"
 - The system will confirm that a Full Subscription has been tasked
 - The data returned from DEERS will be integrated automatically into CHCS



Update on SIT Clean-up

- Mail Handlers HICs cleanup is completed
- Pharmacy HICs cleanup
- MTFs are doing a great job with OHI re-pointing
- Possibility of eliminating 50% of the HICs
- Will notify MTFs through their Service-specific UBO representative with the final list of HICs to be deactivated
 - If no objections, a date will be set for the HICs to be deactivated
- No HICs should be deactivated by MTFs





Pharmacy BIN and PCN

- New pharmacy numbers on insurance card usually located in the lower right corner
 - Billing Identification Number (BIN)
 - Number is placed in the Attention line for paper claims
 - Processing Control Number (PCN) not requested at this time
 - Realize that we will have to add some duplicate
 RX HICs because of electronic billing requirements



- If you notice a problem with CHCS or DEERS:
 - Try to identify a pattern
 - Provide examples or screen shots
 - Contact the MHS helpdesk
 - If not resolved, contact TMA UBO Helpdesk



TMA/UBO Helpdesk

Functional Support
UBO.helpdesk@altarum.org
VPOChelpdesk@Altarum.org

703-575-5385



TMA UBO Web site

http://tricare.osd.mil/ocfo/mcfs/ubo/index.cfm



Questions?

